## Crisis management toolkit

| Topic | Module | Fact sheet | Resource / links | Tools |
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| Overview – mental health crisis   * What is a mental health crisis * Rural mental health | | Mental health crisis | * Fact Sheet – NAMI Mental Health Care matters * Fact Sheet – State of rural Minnesota 2020 * Fact Sheet – CrisisNow Famework * Fact Sheet – CrisisNow How does that flow | * SAMHSA National Guidelines for behavioral health crisis care Executive Summary * Resources – Crisis Care | * Child Sample crisis intervention plan * Youth crisis management plan * Crisis plan for adults * Integrated Relapse plan * My crisis plan * Suicide screening tool   + ASQ   + PSS |
| Human resource   * Working with a team and community * Types of mental health workers | | Human Resource Management  Team-based care  Community team integration | Fact Sheet - Types of mental health workers  Fact Sheet - Hiring practices | Resources – Human Resources | Sample job descriptions   * Mental health worker x 2 * Crisis worker * Crisis therapist * Crisis clinician |
| Financial – reimbursement   * Financing crisis services | | Financial management | Fact Sheet – Funding Crisis Services | Resources - Finances |  |
| Operations for patient care   * Care coordination * Quality improvement * Access * Telehealth * Marketing | | Telehealth  Quality improvement  Care coordination  Access | * Fact sheet – Rural vs urban definition * Fact sheet – Tips on marketing your organization * Fact sheet - Telehealth protocols * Navigating a mental health crisis * Transitions care * Suicide risk practices in care transitions |  |  |
| Regulations – guidelines   * crisis services * mental health * regulatory boards | |  | Fact sheet – Minnesota resources, Minnesota Psychiatric Society | Resources – Professional & regulatory organizations  Resources – Mental health and crisis services guidelines |  |
| Patient rights   * Patient centered * Cultural awareness * Patient rights * Termination of patient relationship * Restraints / coercion * Patient records * Involuntary mental health treatment | Patient centered  Cultural awareness – Imad | * Fact Sheet - Patient rights * Fact sheet – tips on termination * Keeping patient records – MN statute * Issue brief – promoting alternatives to seclusion and restraints | Resource – terminating patient relationship  Resource – seclusion and restraints  Resource – patient rights  Resource – involuntary mental health treatment  Resource – cultural competence | * Sample Termination letter * Release of information * HIPAA sample authorization * Patient rights example |
| Employee safety   * Safety for crisis workers * Mental health in the workplace * Infection control practices * Code of ethics * transference | Infection control | * NIOSH fact sheet – how to prevent violence on the job * Fact Sheet - Self-care for the employee | Safety with infection control measures   * CDC handwashing * CDC social distancing   Remaining safe seeing patients - in office setting  Remaining safe seeing patients - in home setting  Mental health in the workplace  Mental health code of ethics  Transference | Safety assessment for patient care  Safety recommendations |
| Chronic disease – adults   * Mental disease * Chronic disease * Aging * Trauma | * Chronic disease * Dementia / Alzheimer’s * Cultural awareness – IMAD * Aging in place – risk factors for elderly * Mental health & aging * Trauma & ACEs   Primary care treatment of:   * Adult Anxiety * Adult depression * Adult Mental health disorders | Fact Sheet – brain health and medicine  Fact Sheet – talking about brain health  Brief guide to Psychiatric Advance Directives  Fact Sheet Minnesota – Mental Health  Fact Sheet – Understanding Suicide CDC  Fact Sheet – Preventing Suicide CDC  Fact Sheet – Suicide Prevention Facts & Resources | Resources – Alzheimer’s Disease  Resources– Mental Health disease, diagnosis, medications, prevention, intervention, psychiatric advance directives  Resources – Memory Testing | Tool- Advance Care Planning Dementia  Tool - ASQ Suicide Risk Screening  Tools - Common Memory testing done   * Memory Impairment Screen (MIS) * GP Cog screening * MINI-COG * Universal mini-cog   Assessments   * Mini Mental State exam * Mini mental status exam * GAD 7 anxiety scale * PHQ 2 depression * PHQ-9 depression |
| Chronic disease – kids   * Common childhood mental illnesses * Mental health in kids | * ADHD * Autism     Primary care treatment of:   * Pediatric depression * Pediatric anxiety * Pediatric mental health disorders | Fact Sheet – talking to your child about drugs and alcohol SAMHSA  Fact Sheet – suicide in kids CDC | Resources – Mental Health challenges for kids |  |